

SECTION J - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

ATTACHMENT J-8: DEFINITIONS

Terms	Definitions
24/7	24 hours a day, 7 days a week.
A-76 Competitive Sourcing	The process of obtaining the best value in the provision of commercial activities; utilizing the OMB Circular A-76 standard competition process to develop a performance work statement (PWS), structure a most efficient organization (MEO) of the in-house government work force, and then compare the MEO with any qualified commercial providers based on the requirements developed in the PWS.
Acceptable Quality Level	Maximum percent defective or the maximum number of defects per hundred units considered satisfactory for purpose of sampling inspection; Allowable variance from a standard expressed by narrative description before the Government will reject the specific service.
Acceptance	The act of an authorized representative of the Government by which the Government assumes ownership of existing identified supplies tendered or approves specific services rendered as partial or complete performance of the contract.
As-is Condition	The present state of any object at the time it is evaluated, given, received, or exchanged.
AWSS	Provide shared expertise and advice necessary to deliver shared services throughout the IRS.
Base Year	The performance period following the phase-in period when the SP becomes fully responsible for performing the activity.
Batch Cart	A metal cart of equipment, with wheels and shelves, used to transport files within and between facilities.
Bidder's List	A list of entities that have expressed interest in possibly submitting a bid on a solicitation.
Bread Cart	A metal piece of equipment, with wheels and shelves, used to transport boxes, files, mail, and other goods within and between facilities.
Bursters	Equipment that assists in the separating of continuous forms into single forms.
Capital Equipment	Item costing more than \$25,000.

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Commercial Off the Shelf Software	Computer software products that are ready made and available for sale to the general public.
Computing Center	IRS has three locations that manage tax data: Martinsburg, WV; Memphis, TN; and Detroit, MI.
Continuity of Operations Plan	A description of how operations will be maintained in the event of a natural or man-made disaster.
Contract	A mutually binding legal relationship obligating the seller to furnish the supplies or services (including construction) and the buyer to pay for them. It includes all types of written commitments that obligate the Government to an expenditure of appropriated funds. In addition to bilateral instruments, contracts include (but are not limited to) awards and notices of awards; job orders or task letters issued under basic ordering agreements; letter contracts; orders, such as purchase orders, under which the contract becomes effective by written acceptance or performance; and bilateral contract modifications. Contracts do not include grants and cooperative agreements covered by 31 U.S.C. 6301, <i>et seq.</i>
Contract Discrepancy Report	A report sent by the Government to the Service Provider that the Service Provider is required to complete if any element of performance under this contract is unsatisfactory based on the Acceptable Quality Level (AQL) identified in the Performance Requirements Summary (PRS). The CDR requires the Service Provider to explain to the Contracting Officer, in writing within 1 workday, why performance is unsatisfactory, how performance shall be returned to satisfactory levels, and how recurrence of the problem shall be prevented in the future.
Contracting Officer's Technical Representative	A technical representative designated by the Contracting Officer to monitor SP performance and other contract administration duties associated with the award of a formal contract.
Current Production Environment	The Operating Systems and Applications are currently hosted within the IRS firewall. Examples are Microsoft 2003 Server, SQL 2000 Server software on Dell and HP hardware platforms, and Oracle on SUN platforms.

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Customer	Individuals and organizations that request or use IRS production services. Includes all personnel and entities including those operating under a Support Agreement, Memorandum of Agreement, or Memorandum of Understanding. Also includes all personnel or entities that reimburse IRS or otherwise provide sources of funding for delivery of products and services by IRS.
Defect Rate	This a formula used for computing the rate of defects uncovered in a period of Service Provider performance evaluation.
Deficiency	An existing condition identified during the Phase-In inspection which costs \$500 or more in labor and materials to correct.
Designated Government Representative	Individual with the authority to act on behalf of the Government responsible for program oversight and is assigned to multiple sites of the SP. This individual may be the COTR, QAE, or other IRS employee.
Disaster Recovery Plan	A description of how the SP will capture, maintain, and update WTMS system data to avoid work stoppage and data loss during system downtime.
Discrepancy Report	A formal, written documentation of SP nonconformance or lack of performance for work. The DR is initiated by the Contracting Officer, or an authorized representative, whenever the performance as determined by the Contracting Officer is unsatisfactory. The SP completes and returns the report to the Designated Government Representative.
Disposal	The process of identifying and removing published products that are obsolete, revised/disposed, damaged, or excess.
Embedded Loading Dock	Loading dock attached to a warehouse
Employee Resource Center	Work order processing center, known as ERC. Operation located in Memphis, TN. that provides assistance to IRS customers to resolve problems and answer questions to a variety of issues including real estate, property, logistics, personnel, etc.

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Evaluation Period	A specified period of time to evaluate the Service Provider performance and determine compliance with the Government quality requirements.
Existing Condition	A need for repair that exists prior to the start of full contract services and may be identified during the phase-in inspection.
Federal Holidays	The following holidays are identified as Federal holidays: New Year's Day, Martin Luther King's Birthday, Washington's Birthday (President's Day), Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Day.
Firm Fixed Price	A firm-fixed-price contract provides for a price that is not subject to any adjustment on the basis of the SP's cost experience in performing the contract. This contract type places upon the SP maximum risk and full responsibility for all costs and resulting profit or loss. It provides maximum incentive for the SP to control costs and perform effectively and imposes a minimum administrative burden upon the contracting parties.
Fiscal Year	The Government Fiscal Year is September 1 through August 31.
Government Furnished Equipment	Equipment in the possession of, or directly acquired by, the Government and subsequently made available to the SP in "as is" condition for the sole use by the SP in the performance of this contract.
Government Furnished Facilities	Buildings or structures, in whole or in part, furnished by the Government and provided to the SP for contract performance.
Government Furnished Property	Government furnished equipment, facilities, and services provided to the SP for contract performance.
HUBZone	A Government program that provides Federal contracting opportunities for qualified small businesses located in distressed areas.

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Indirect Costs	Costs which are not readily identifiable with a particular cost objective but nevertheless are necessary to the general operation of an organization and the conduct of the activities it performs. The cost of executive salaries, payroll, accounting, personnel, depreciation, general telephone expenses, general travel and supplies expenses are examples of expenses usually considered as indirect costs.
Inspection	Examining and testing supplies or services (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether they conform to requirements.
Jogger Machine	Piece of equipment that provides rapid alignment for envelopes, checks and other documents.
K-9 Unit	Specially trained dogs used to assist in the detection of explosives and narcotics.
KC Cart	A metal piece of equipment, with wheels and shelves, used to transport boxes, files, mail, and other goods within and between facilities.
Key Personnel	SP staff identified in the PWS as essential to the performance of the terms of the contract.
Keyboard J-Arm	Device that allows the raising or lowering of a computer keyboard.
Lektrievers	File storage system consisting of mobile shelving units.
Logistics Services	Warehousing, transportation, repair services and other logistics services.
Lot Size	Group of service output related to the performance standards in the Performance Requirements Summary, such as work orders; therefore, the number of outputs in a lot is the lot size.
Major Nonconformance	A nonconformance, other than critical, that is likely to result in failure of the supplies or services, or to significantly reduce the usability of the supplies or services for their intended purpose.

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Minor Nonconformance	A nonconformance that is not likely to significantly reduce the usability of the supplies or services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.
Obsolete	The status of a published product that is no longer valid and therefore is unavailable.
Option Year	A unilateral right in a contract by which, for a specified time, the Government may elect to purchase additional supplies or services called for by the contract, or may elect to extend the term of the contract.
Peak Season	Campus processing periods with operations are at their highest level
Performance Indicator/Measure	Tool used to measure actual occurrence to the performance standard. Determines if the work performed was below, met or exceeded the standard.
Performance Requirements Summary	A summary chart that identifies the required services that will be evaluated by the Government to ensure that the SP meets performance standards. Refer to TE 1.3-001 in Section C of the Solicitation.
Performance Work Statement	Section C in the solicitation that identifies the technical, functional, and performance characteristics of the agency's requirements. The PWS is performance-based and identifies essential outcomes to be achieved, specifies the agency's required performance standards, and specifies the location, units, quality, and timeliness of the work.
Phase-In Period	120-day period between contract award and contract start provided to the SP to transition to responsibility for provision of Logistics Services to include On-Site Observation Period.
Physical Security Plan	Document that provides an auditable system of controls and procedures, which will secure facilities and Government furnished equipment and maintain key control for the performance of the PWS.
Population	Refers to the number of expected occurrences of a service during the surveillance period, i.e., quantity of work.
Position Of Public Trust	Level of security clearance which will grant employees "staff-like access" to IRS facilities.

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Pro Net	IRS procurement network.
Program Manager	SP employee responsible for overall management, contract oversight, and quality assurance.
Project Leader	SP employee(s) responsible for the management of daily performance and ensuring the quality of all PWS requirements.
Property, Personal	Personal property includes a variety of expendable and nonexpendable items such as vehicles, published products, conventional and systems furniture, office machines, office equipment, and IT equipment.
Property, Real	Real property is any interest in land, together with improvements, structures, and fixtures located thereon.
Quality	The composite of material attributes including performance features and characteristics of a product or service to satisfy a given need.
Quality Assurance	A method used by the Government to provide some measure of control over the quality of purchased goods and services.
Quality Assurance	A planned and systematic pattern of all actions necessary to provide adequate confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.
Quality Assurance Evaluator	The person(s) responsible for surveillance of SP performance. QAE's are Government employees.
Quality Assurance Procedures	An organized written document developed by the Government to provide detailed procedures on implementing the Government's Quality Assurance Surveillance Plan. The QAP contains sampling/evaluation guides, checklists, and specific procedures.
Quality Assurance Surveillance Plan	An organized written document used by the Government to explain the Government's approach to quality assurance surveillance. The QASP may contain sampling/evaluation guides and checklist templates.

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Quality Control	Those actions taken by a SP to control the production of outputs to ensure that they conform to the requirements.
Quality Control Plan	Document that details the SP plan to ensure that services and standards contained in and required by the PWS are satisfied.
Random Sampling	A sampling method whereby each possible sample has the same probability of being selected.
Rapid Extraction Desk	Equipment used in the processing of mail that assists with the opening of envelopes and removal of envelope contents.
Repair Services	Services that include, but are not limited to, the repair of office equipment, furniture locks, chairs, and desks.
Response Time	The time allowed the Service Provider after initial notification of a work requirement to be physically on the premises at the work site with appropriate tools, equipment, and materials ready to perform the work required. Response times are designated in the appropriate paragraphs of this specification.
Safety Program Plan	Safety program developed by the SP to comply with all requirements of the contract.
Sample	One or more work elements drawn from a lot for quality assurance surveillance. The number of work elements selected for evaluation is the sample size.
Sampling Guide	Identifies the AQL associated with the requirement, the lot and sample size, how the output sampling and inspection will be performed, and the number of defects that will be allowed before the performance is considered unsatisfactory.
Sealers	Equipment used to fold and seal documents in preparation for mailing.
Service Provider	An entity, public or private, providing the services specified by the Government and described in this solicitation or in the subsequent award document administered by the Government.
Skid/Pallet	A wood slatted piece of equipment used to temporarily store and transport merchandise; transport accomplished using a forklift.

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Standard Form 294	Form addressing Subcontracting Report for Individual Contracts.
Standard Form 1034	Form addressing Public Vouchers for Purchases and Services Other Than Personal.
Strike Contingency Plan	A document describing how the SP will continue to perform the services required by the PWS in the event of work stoppage by SP employees.
Surveillance Schedule	Schedule based on the QASP requirements that indicate when the various requirements will be monitored; Must cover all hours of operation to include nights, holidays, and weekends.
Systems Furniture	Systems furniture are components that divides large spaces into private work areas and are usually comprised of panels, work surfaces, and storage areas.
Technical Direction	Direction to the SP that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.
Transportation Services	Services provided by the SP that include, but are not limited to, preparing, securing, receiving, loading and unloading, picking-up, delivering, inspecting, controlling, tracking, reporting, shipping, and work order processing.
Velo Binders	Equipment used to hole-punch and bind documents, usually with spiral binding.
War Wagon	A metal piece of equipment, with wheels and shelves, used to transport boxes, files, mail, and other goods within and between facilities.
Warehouse and Transportation Management System	Computerized system that tracks items received by, stored in, and shipped from the warehouse as well as items transported from the warehouse to and between various offsite locations.
Warehouse Services	Services provided by the SP that include, but are not limited to, receiving, loading and unloading, inspecting, controlling, reporting, tracking, preparing, storing, retrieving, shipping, excessing, and work order processing.
Work Order	Directives to the SP to perform specific work. Work orders will be received by the SP through the ERC.